



ceo update

Monday 19 January 2015: Be kind on yourself

Welcome back. It's my first week back on deck and I'm looking forward to the year ahead – but I have to admit the first few days back can be hard.

Be kind on yourself and make sure you factor in some mini breaks during the year ahead. We have another big agenda for 2015 with numerous facility redevelopment projects and new technology and IS projects on the go, as well as detailed planning for the moves and new ways of working at Burwood in 2016.

I can't emphasise enough the importance of setting yourself goals inside and outside of work. We have a remarkable region so enjoy what Canterbury has to offer – walks, biking, and beaches. There are also some exciting events scheduled this summer including the World Buskers Festival which is on now, the Cricket World Cup, and Te Matatini.

Te Matatini is probably one of the things I'm looking forward to the most. It's set to be the world's largest celebration of Māori performing arts – featuring 45 kapa haka teams from across New Zealand and Australia. More than 30,000 people are expected to attend the festival, which is being held between 5-8 March at North Hagley Park.

Canterbury DHB is coordinating the Hauora Village showcasing the Canterbury Health System and involving 30 health and wellbeing organisations. People will be able to get basic health checks from qualified professionals, learn about ways to stay healthy, and how you can support your friends and whānau in their wellbeing.

I encourage you to mark this one on your calendar.

Another to note is the introduction of our new electronic incident management system – which will be progressively introduced over the coming months.

SAFETY 1st to be rolled out this week

A new electronic incident management system called Safety 1st is being introduced for South Island DHBs; a system which promises to improve patient safety outcomes and support a reduction in all types of risk for DHB patients, staff and visitors across the region.

Safety 1st, previously known by its product name of RL6, will make it easy for staff to report and enter valuable information about patient safety and risk, enabling DHBs to monitor what is and is not working well and support managers to continuously improve the care that is provided. The new system will make it easy for staff to access and share clinical learnings from outcome reviews, enable the creation of consistent reporting and support the collection and monitoring of patient safety data.



The system will support each DHB's commitment to providing a 'just' culture; one that recognises that adverse events and incidents will happen from time to time, and that through promoting a transparent and open culture of reporting and information sharing, staff will continue to learn and there will be ongoing improvement and refinement of patient care.

Safety 1st is the result of a landmark project that was coordinated by the Quality and Safety Service Level Alliance, a team consisting of representatives from each of the five South Island DHBs, who together planned and are managing implementation and roll out to each DHB over the next six months.

The South Island DHBs engaged the vendor (RL Solutions) for the new electronic system which will replace the current incident management systems – some of which are paper based - with an electronic, coordinated and regional approach to managing and reporting on patient safety and risk.

A three month IT build process has been completed which developed the taxonomies (or definitions) of incident, risk, restraint, hazard and feedback which will be used by all South Island DHBs, while ensuring that the new system will integrate smoothly with each DHB's current IT system.

The system roll out is planned as follows:

- Canterbury DHB will be the first to commence the roll out in February with completion expected by May 2015. Specialist Mental Health Services will be the first to come on board with other divisions to follow in a phased manner.
- West Coast will commence roll-out in late February.
- Southern DHB and Nelson Marlborough DHB will roll-out in March.
- South Canterbury will roll-out in July 2015.

The new system has proved successful both in New Zealand and internationally and is currently the leading vendor for supporting quality and patient safety initiatives. It is exclusively endorsed by the American Hospital Association and used by over 1,400 healthcare organisations around the world. The system is also being used by the Health Quality & Safety Commission and other DHBs across New Zealand.

Benefits of the new system include:

- Easy access by staff to information that will help learning and improve patient safety
- Its simple interface design make it easy and straightforward for staff to report any type of event
- Reports can be created anytime, anywhere, in various formats without IT involvement
- Tools such as alerts and automated reporting will help reduce the time needed for staff intervention
- It is designed to help improve communication among staff and departments
- It complements the clinical audit process

This is the latest initiative to be introduced by Quality and Safety Group of the South Island Alliance – a collaboration of health professionals and consumers from across South Island DHBs and primary care who work together to co-ordinate initiatives that improve quality and safety for South Island patients and providers. A team from the CDHB Corporate Quality and Patient Safety group is carrying out the implementation for CDHB – for further information contact safety1st@cdhb.health.nz

Rangiora Health Hub on track

Work is well under way on the new Rangiora Health Hub. The hub will service a wide catchment area of people in the Waimakariri and Hurunui districts (population Waimakariri – 49,989 Hurunui – 11,529).

Services to be included in the hub include community health providers, Non Government Organisations (NGOs), specialist outpatient services, maternity services, mental health services, public health nurses.

The Maternity unit will be the first part to be completed.



The build is being done in three stages:

1. Foundation and in-ground services (were completed November year)
2. Completed building (set to open mid 2015)
3. Relocation of part of the Hagley Outpatients building from Christchurch Hospital to Rangiora (date to be confirmed) Hawkins construction have been the contractors for Stage 1 and Stage 2 and the project is running to schedule.

Burwood

Further concrete pours have begun for the footings of the Outpatients block. A big pour has also been undertaken for the lower slab of the building for Psychiatric Services for the Elderly (PSE). The roofers are on site again to begin cladding the eastern area of the ward "spine" that connects the ward blocks together.

Right: A big pour has been undertaken for the lower slab of the building for Psychiatric Services for the Elderly.



Above: Large tanks for diesel and sewage have been installed behind CWH.

Christchurch

On site at Christchurch Hospital, work has started again after the Christmas break. Large tanks for diesel and sewage have now been installed in the ground behind Christchurch Women's Hospital – the photo (left) also shows how close these major works are to the back of the hospital.

The main demolition work will begin on the building at 41 St Asaph Street this week. It has already been stripped out internally. Access to the rear of the Labs building and for 33 St Asaph Street will not be affected. The work is estimated to take about four weeks.

The City Council has nearly completed its changes to the traffic flow, pedestrian crossings, bus stops and on-street parking around Hospital Corner and along Oxford Terrace. Everyone should take care on the crossings, especially as the traffic light phasing has also changed. The bus stop that was on Oxford Terrace has now moved across the road to Tuam Street. The council is intending to provide a bus shelter at the new location.

Cyclists please note that you must now dismount when crossing the Rolleston Avenue bridge. New fences have been installed to protect pedestrians and cyclists from the construction traffic.

Staff who cycle should also note that a new secure swipe-access bicycle parking area is being constructed at the front of Christchurch Hospital, next to the water tanks near the main entrance (see photo). This work is expected to take about four weeks, after which time the cycle parking area at the rear of Riverside/Paediatrics, accessed via the back of the Riverside building, will be closed. (NB: the cycle area near the mortuary will stay open). There is also new (but not secure) bike parking at the very front of the hospital.



Above: A new secure swipe-access bicycle parking area is being constructed at the front of Christchurch Hospital.

Bouquets

Ward 26, Oncology—Christchurch Hospital

I want to express our sincere thanks to all the staff at Christchurch Hospital, Ward 26 Oncology.

Prior to her death our mum was cared for by the wonderful nurses and staff on the ward. We could have not wished for better care during the last few days of mum's life and the people who staff the ward deserve special thanks.

Amongst staff we dealt with were Paula, Katie and Cassie.

These are just a few names I can recall but our special thanks go to all the people who cared for our mum.

One of the younger family members (grandson) was at the hospital most days and always found the staff helpful and caring. We read so many negative articles in newspapers and online about the New Zealand health system but from our experience the reality is much different.

By coincidence I spent time in your Accident and Emergency Department in December. Once again my thanks go to the staff, they were excellent and the standard of care first rate.

Please pass on our sincere thanks to all the staff involved, as I think they do not always get the recognition and thanks they deserve.

Emergency Department

Thank you so very much for your care. It is most appreciated. Compassion and loving kindness has been shown to me by all your staff.

Emergency Department

Lovely staff at ED this afternoon. Nurse Mary is so wonderful. Thank you. Great chicken madras at café too. Thanks a lot.

Parking—Christchurch Hospital

My husband and I have been using the cancer society shuttle daily for his oncology treatment.... your parking warden at the front entrance...Rikki. Well done to him and the wonderful way he deals with...people.

Ward 16—Christchurch Hospital

Thanks for the consistently friendly support at SARA (Surgical Assessment and Review Area).

Ward 24—Christchurch Hospital

I cannot speak highly enough of the level of care given....We have been kept informed and all staff have been caring and the atmosphere is very pleasant. Thank you.

Emergency Department, Ward 11, Oral Surgery—Christchurch Hospital

....We were so impressed with all the care and attention he received and the speed that they dealt with my son and operated on him that evening. All the staff were friendly, competent and made us feel so at ease. A huge thank you from us.

Orthopaedic, Ward 18—Christchurch Hospital

I was very impressed with all my treatment and very grateful to have such kind, caring and professional staff to hasten my recovery. Special mention about Jeannie for whom nothing was too much trouble.

Orderly Department—Christchurch Hospital

Absolute commendation and praise for Phil an orderly here. What a ... nice kind, helpful chap he is...13/10 for Phil.

Standing ovation for ASMS Life Membership recipient

Canterbury psychiatrist Dr Brian Craig was awarded life membership of the Association of Salaried Medical Specialists (ASMS) at the 26th ASMS Annual Conference held in Wellington late last year.

Brian says the honour means a great deal to him, especially because his colleagues from all specialties played a role in his selection for the award.

"I feel that membership of ASMS has made the biggest contribution to my professional career in New Zealand. It has enabled me to mix with a wider range of health professionals. I really value the collegiality and networking," says Brian who works for CDHB as a Medical Specialist in the Child and Adolescent Psychiatry Service covering Rural, Child and Paediatric Consult/Liaison.

"I have also been glad to play a part in the Association's advocacy for the Public Health Service nationally," says Brian.

Brian was awarded life membership in recognition of his many years of service to the Association, both locally and nationally. He was given a standing ovation as he entered the conference hall following the vote.

"It's great that there is also a fun side to my membership. I have shared many laughs with my colleagues and enjoy the companionship, says Brian.



Above: Dr Brian Craig was awarded life membership of the Association of Salaried Medical Specialists.



Appointment of Brad Cabell to Director, Construction and Property

Brad Cabell has been appointed as Programme Director, Construction and Property to lead the Site Redevelopment Team. Brad has been providing this leadership for the past six months in an acting capacity, following the resignation of Wayne Lawson.

Brad joined the Canterbury District Health Board in 2007 and has been involved in a number of projects over the years. More recently he has focused on the earthquake impact on our facilities, in particular engineering assessments of our buildings, earthquake repair works across our campuses and the facilities development programme for Christchurch and Burwood Hospitals.

Innovative project improves accessibility for patients

The scenario:

Two General Practitioners (GPs) in the same medical centre started their appointment times before 9am, while two began at 9am.

The problem:

GPs and receptionists were frustrated that there was a high volume of patients who did not attend their pre-9am booked appointments, and that these appointment slots were hard to consistently fill.

This meant the GPs' time was not being used sufficiently before 9am and the medical centre's performance was under capacity. Cost efficiency could be improved.

Enter Collabor8 project:

GP Appointment Analysis Collabor8 Project by Nurse Sian Colenutt.

Sian did a three month appointment review of the two GPs' early appointment bookings templates.

The conclusion:

There was scope to support the enrolled patients' health needs in other ways, including a proposal that the medical centre introduce a drop-in service each morning between 8am and 8.45am.

"The idea was to have no formal booking system before 9am and introduce a quick, acute-only GP review for half the price of a usual consultation," she says.

Measures used by Sian to validate the change included cost analysis of missed appointments, highlighting where and why there was scope to make changes.

Sian says GPs were concerned what the change would mean for them.

"They felt they may be swamped with patients; if as proposed, a drop-in service was offered and the workload may affect planned appointments."

However this was tempered by an awareness of the analysis which showed that accumulation of missed and unfilled GP appointment slots totalled over \$5000 in three months from two GPs – equal to 31.5 hours of their time.

Sian says work continues to improve the surgery's patient flow, by helping to provide equitable, services within practice.

"We are discussing GPs offering early morning phone consults for patients with the aim to enhance time management and accessible services for our patients".

Collabor8 is a free two-day course, open to everyone in the Canterbury Health System. Participants learn to apply Lean Thinking principles to an improvement initiative in their work area.

If you are interested in attending [Collabor8](#), the next course dates are: Friday 27 February, or Thursday 5 March 2015.

To book a place on Collabor8 contact Collabor8@cdhb.health.nz



National Hand Hygiene Audit Results July – October 2014

Inappropriate use of non sterile gloves has been identified as one cause of MISSED hand hygiene opportunities and rates highly as one of the barriers to excellent hand hygiene practice.

HAND HYGIENE SNAP SHOT OF A NURSE...

#GLOVESON

Yes, Hand Hygiene should always be performed before putting on gloves.

Gloves will decrease the number of germs you acquire on your hands, but they will not totally prevent the spread of germs from your hands.

Do I need to perform hand hygiene before I put on my gloves?



Registrations open for seminar

Clinical Nurse Consultant, Tracy Nowicki is visiting New Zealand from Prince Charles Hospital, Queensland, Australia, next month to present seminars on bariatric care, with a strong focus on patient safety.

She covers the areas of bariatric care, pressure injuries reduction and also has an added passion for reducing falls injuries.

The Christchurch seminar is at Christchurch Hospital's Oncology Lecture Theatre on 20 February.

Seats are limited, so please register as soon as possible.

Registrations can be made by:

Emailing: rental@activehealthcareessential.com

By phone 0800 331 332

Faxing 0800 111 311 or

Online at www.activehealthcareessential.com

[Click on the poster for more details.](#)

PRESSURES DOWN SEMINAR

20th of February 2015

From 10.30am to 3.15pm

(Lunch break from 12.30 to 1.00pm)

Venue: Oncology Lecture Theatre,
Christchurch hospital



Keynote Speaker: Tracy Nowicki

Clinical Nurse Consultant, from a major Metropolitan Hospital in Queensland

As the head of the Quality Effectiveness Support Team (QUEST), Tracy's role focuses on improving patient safety whilst ensuring optimal outcomes for both those receiving and delivering care.

She has led the introduction of many innovative processes that have been instrumental in seeing the 600 bed tertiary hospital become Queensland's first public hospital to be successfully accredited to EQUiNational (May 2013). Commendations were received from the ACHS for work around many of the safety issues that Tracy's team are specifically dedicated to improving: prevention & management of pressure injuries, intravenous medication safety, care of the bariatric patient, and prevention of harm from falls.

Tracy is a dynamic presenter who has shared her passion and expertise on Pressure Injury Prevention, Standardising Evidence Based Skin Care, Equipment Management, Bariatric Care, and Bed Safety in publications and presentations across Australia and internationally. Tracy's wealth of knowledge is drawn on to promote best practice at all levels, including opening Australia's first National Pressure Injury Prevention Conference and as president of the Queensland Bariatric Special Interest Group. She was an active member of the Guideline Development Steering Committee for the first Pan Pacific Clinical Practice Guideline for the Prevention and Management of Pressure Injury and is currently working with the NPUAP on the review of the US National Pressure Ulcer Guidelines.

Tracy believes in fun through learning and looking at new horizons of how we do business. So, buckle up and be prepared to be inspired as Tracy takes us on a high speed journey away from realistic practice towards evidence based practice and beyond...

Please RSVP by phone, fax, email or online www.activehealthcareessential.com (there is a link at the bottom of the welcome paragraph):

Name: _____

Contact Phone: _____

Email: _____

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Creativity of staff and patients at fore in Christmas competition

The Specialist Mental Health Service (SMHS) held its annual Best Dressed Christmas Unit Competition in December.

Sixteen entries from inpatient and community areas were received and judging took place on 19 December. The judge had a difficult time deciding the winners.

The photos show a taste of the creativity of staff and patients in decorating the inpatient and community units.

Many thanks go to all who participated to make the service a welcoming space at Christmas time for both consumers who need our care and staff that have to work over the holiday period.

Winners were:

- TPMH inpatient Site 1st – C ward for a Futuristic Christmas.
- Hillmorton Inpatient Site 1st – Te Whare Mauri Ora – The Night After Christmas.
- Community 1st – North Crisis Resolution and Community Team - Kiwiana Christmas.
- Spirit of Christmas Trophy – South Inpatient Unit – this trophy is given to the unit that displays the overall consumer and staff involvement.



What does your job involve?

The work here is predominantly the analysis of various biological fluids for the presence of drugs, poisons or toxins. This can range across various services within and outside the DHB.

Why did you choose to work in this field?

I remember visiting the toxicology lab in the old Christchurch Hospital when I was a student at Canterbury University and at the time thought it seemed an interesting place. Once I graduated from what was then Lincoln College, I had an opportunity to train in Medical Laboratory Science and have been working there ever since.

What do you like about it?

I've always said that my job has something new and interesting every day so that keeps me coming back for more.

What are the challenging bits?

Changes in technology continue to challenge us all. There is never the chance to sit still because you end up going backwards. We have to constantly look at how to do more with what we have and make compelling cases for equipment upgrades so we can retain the edge we require.

Who do you most admire in a professional capacity at work and why?

The staff that I work alongside. Ultimately my lab works because of the efforts of all the staff.

The last book I read was...

The Escape by David Baldacci.

If I could be anywhere in the world right now it would be...

Exploring the Greek Isles.

My ultimate Sunday would involve...

Taking the dog out for a walk along the beach.

One food I really dislike is...

Rice pudding....I was put off it as a child and have never gone back and tried it again!

My favourite music is...

Probably Bruce Springsteen. I was introduced to it back in the 70s and I'm still listening.

If you would like to take part in this column or would like to nominate someone please contact

Naomi.Gilling@cdhb.health.nz.



Grant Moore



National Hand Hygiene Audit Results July – October 2014

When gloves are put ON, the proportion of hand hygiene opportunities that were MISSED.

The National audit had 29% MISSED opportunities.
CDHB audit had 44.4% MISSED opportunities.



Recruitment Team Update

The Recruitment Team are on the move!

We're leaving Hagley Outpatients and heading to the CAF Rural Building, The Princess Margaret Hospital over the next few weeks. During this period our numbers will remain the same but we will update the Hiring Managers once our new numbers are allocated. Our move won't affect recruitment turnaround times, but we may have a small window of no phone contact, so email will be the best way to reach the team. If you have any urgent requests please contact the Recruitment Team Leader, Sarah Carnoutsos, on 027 472 7113.

New Year, New Role? Check out these opportunities:

Registered Nurse - Gastrointestinal Endoscopy Unit

The Gastrointestinal Endoscopy Unit – is a dynamic, patient focused unit providing comprehensive gastrointestinal services. It currently has the opportunity for motivated Registered Nurses to join their team. As a Nurse within the unit, your medical and surgical experience in addition to sound technical abilities will assist you to provide care to patients undergoing diagnostic and therapeutic endoscopy, in addition to other diagnostic tests and therapies.

Apply online, or to find out more information, please contact Kathryn Clark, Recruitment Specialist - Nursing, phone (03) 378 6580, email kathryn.clark@cdhb.health.nz

Personal Assistant

Do you possess the unique blend of being fun to work with, displaying a positive outlook and a great sense of humour while at the same time being an efficient, detail focussed and competent Personal Assistant? Do you have that magical ability to just get things done? Can you juggle multiple tasks all with a smile on your face, making it look easy? If you're a bit of a superstar and an all-round fantastic person to work with, then we want to talk to you.

Apply online, or to find out more information, please contact Stacey Flintoff, Recruitment Specialist, phone (03) 378 6676 or email: stacey.flintoff@cdhb.health.nz


Facilitator – Quality & Safety Service Level Alliance, South Island Alliance Programme Office

We are seeking applications from suitably qualified and experienced health professionals for the position of Service Level Alliance Facilitator / Workstream Project Manager. Reporting to the South Island Alliance Programme Coordinator this position presents an exciting opportunity to facilitate the Quality and Safety Service Level Alliance and other key activities to achieve the agreed outcomes under the Alliance model adopted by the South Island District Health Boards.

Apply online, or to find out more information, please contact Heather Ewing, Recruitment Specialist, phone (03) 364 0599, email: heather.ewing@cdhb.health.nz

Want to know more about other roles available at the Canterbury District Health Board?

Visit <https://cdhb.carecentre.net.nz>




An Accessible City

15 January 2015

Works Notice - Hospital Corner and surrounding streets

As you know, Downer has been working on Hospital Corner and surrounding streets. This notice is to let you know about our next stages of work.



Sourced from LINZ data, Crown Copyright reserved

Where we are working:

Work will continue at the hospital corner. From Monday 19 January there will be no right hand turn from Riccarton Avenue to Hagley Avenue. Detour via Tuam, Antigua and St Asaph

Stage One

Monday 19 January 2015 to 25 January 2015 We will be working on Hagley Avenue, between St Asaph Street and the Hospital Corner. This work will involve removing line marking and re-painting line marking as well as replacing a section of kerb and channel.

Traffic Impacts: Hagley Avenue will remain open throughout the work. There will be lane reductions in place at times

Stage Two

26 January 2015 to 30 January 2015 We will be working on Antigua Street, between St Asaph Street and Tuam Street. This work will involve removing line marking and re-painting line marking.

Traffic Impacts: Antigua Street will remain open with temporary lane restrictions at times.





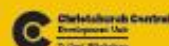
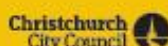
Stage Three

29 January 2015 to 02 February 2015 We will be working on Antigua Street, between Tuam Street and Oxford Terrace. This work will involve removing line marking and re-painting line marking.

Traffic Impacts: Antigua Street will remain open with temporary lane restrictions at times.

Need more information?

Phone: 0800 400 310 (8.30am - 5.00pm. Monday - Friday)
Email: eqinfo@downer.co.nz



[Read the latest SCIRT news here](#)

WE NEED NEW DONORS WILL YOU LEND AN ARM?

Please bring your arm to our blood drive at

Christchurch Hospital

Annex – Great Escape Cafe

Tuesday 27th January

10am – 3pm

Please make an appointment at

0800 GIVE BLOOD (0800 448325) or www.nzblood.co.nz

Please remember photo ID or donor card



0800 448 325
www.nzblood.co.nz

NZBLOOD
te Raukanga Tohu O Aotearoa

Donors wanted

We need new donors! Will you lend an arm? The next Christchurch Hospital Blood Drive is on Tuesday 27 January 10am-3pm Great Escape Café- Annex Room. Please make an appointment at 0800 GIVE BLOOD or at www.nzblood.co.nz. Remember your photo ID or Donor Card. Many thanks for helping save lives!

International Medical Simulation Symposium - 28 April 2015, Christchurch

Interested in simulation? You are invited to attend a one day Medical Simulation Symposium being held at the Rolleston Lecture Theatre, University of Otago, Christchurch on Tuesday 28 April 2015. Information regarding programme, speakers and online registration can be found at www.otago.ac.nz/mss-2015. Cost for the day is \$57.50 (incl. GST) and includes catering.

Calling for Participants

Developing nursing resilience and adaptive capacity to natural disasters

Are you a nurse/ midwife who has worked in either a hospital or residential healthcare facility in Australia or New Zealand, during or after a natural disaster event?



My name is Gill Scrymgeour. I am a New Zealand Registered Nurse. I am seeking to interview staff who were working either in a hospital or residential healthcare facility (e.g. aged care or mental health facility), in Australia or New Zealand, during or after a natural disaster event.

The purpose of this study is to explore issues that facilitate the capability of nurses to prepare for and adapt to the demands on them, while working during and after a natural disaster such as during the Christchurch earthquakes.

Are you interested, or do you know of others who may be interested, in being part of this study?

If yes: please link into my website for further information and to request a participant information sheet—<http://gillianscrymgeour.wix.com/nursingresilience> or email me at Gillian.Scrymgeour@utas.edu.au

This study is being conducted in fulfilment of a PhD degree under the supervision of Dr Lindsay Smith and Professor Douglas Paton at University of Tasmania, Australia.

*Human ethics reference number: H0013982.
CDHB Locality Authorisation project ID: 14165.*